



## **EPHRATA CLOISTER**

632 WEST MAIN STREET

EPHRATA, PA 17522

717-733-6600

### **Visitor Services Associate**

#### **Ephrata Cloister Associates**

30 hours – Thursday thru Sunday

\$14/hour

Ephrata Cloister, a National Historic Landmark and AAM accredited museum located in Lancaster County, Pennsylvania is the site of one of America's earliest religious communities. Founded in 1732 by a German immigrant, this community left us a unique legacy in their architecture, music, calligraphy, and printing. Historic Ephrata Cloister epitomizes Pennsylvania's rich history of religious and intellectual freedom.

This Visitor Services Associate is an employee of the Ephrata Cloister Associates, who works in partnership with the Pennsylvania Historical and Museum Commission (PHMC) to fulfil the site's mission. This position reports operationally to the PHMC's Custodial Guide Supervisor.

### **Essential Duties and Responsibilities**

- Welcome visitors to the site, explain tour options in concise manner, sell tickets for tours and special events using the Point-of-Sale ticketing system.
- Provide live and virtual guided tours to all visitors
- Participate in school programming/special program interpretation and assist with creation and implementation of programs/events, both live and virtual which may include some evening hours
- Make group tour reservations, complete the necessary paperwork, and distribute for further processing
- Answer telephone, take messages, and redirect phone calls as needed
- Inform public through website management/editing and social media updates (Facebook, Twitter, Instagram etc.) to keep the Ephrata Cloister visible to the public
- Assist in membership management, volunteer records, and communications through ECA database, as directed by ECA Board of Directors
- Assist in general light cleaning of gallery and bathrooms, and occasional sidewalk snow removal

### **Education/Qualifications**

- B.A. in History or American Studies preferred.
- Public Speaking Experience

- Obtaining Federal and Pennsylvania child protection clearances is part of the hiring process.
- Ability to work as part of a team that includes volunteers
- Familiarity with Lancaster County to direct visitors to main access highways for attractions/services a plus
- Experience using Word Press, and the various Social Media outlets.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, stand, and walk; must have the physical ability to lift 20 lbs.

### **Work Environment**

The employee will work year-round in both an office environment and outdoors in various types of weather.

### **To Apply for this Position**

Please send a letter of interest and current resume to:

By Mail:

Ephrata Cloister Associates

632 West Main Street

Ephrata, PA 17522

Or by Email to:

[Ephrata1732@gmail.com](mailto:Ephrata1732@gmail.com)

**Deadline to Apply:** September 20, 2021